



**Health Center (HC) Board Minutes
August 25, 2021**

The Health Center Board met via Go To Meeting.

Present: Consumer Members: Filipo Chapelle, Lee Herrington, Cynthia Guerrero, Richard Osbourne, Wm Darrel Gardner, Celia Lee

Community Members: Skip Szymanski (Chair), Emily Casarez (Co-Chair), Lauren Geeb, Sylvia Barnard, Jason Prystowsky

Non-Voting Member: Dana Gamble, Health Center Executive Director

Staff: Elvira Briones-Arellano, Polly Baldwin, Melissa Gomez, Suzanne Jacobson, Michael Camacho-Craft, Paola Hurtado, Jeanie Sleigh

Guests/Speaker: None

Agenda Items

I. Call to Order

Meeting was called to order by Chair Szymanski at 12:03pm.

II. Roll Call, Sign In and Quorum Established.

Chair Szymanski requested the virtual attendees do a roll call prior to the call to order and verified that a quorum was established.

III. Review and Approve Minutes from the July 28, 2021 Meeting

The July 28 Board meeting minutes were reviewed by the Board and there were no public comments. Mr. Chapelle motioned that the minutes be approved by the Board; Ms. Geeb seconded.

Motion carried unanimously.

[Ms. Lee joined meeting at 12:12pm]

IV. Public Comment: Mr. Gamble announced to the Health Center Board that Dr. Baldwin has requested to step down as Medical Director and transition to the Santa Barbara Health Care Center as the Supervising Physician. Her last day as Medical Director will be September 17, 2021. Mr. Gamble reassured the Board Members that recruitment for the Medical Director Position will be opening soon. Mr. Gamble and the Health Center Board members expressed their gratitude to Dr. Baldwin and thanked her for being a phenomenal Medical Director. Dr. Baldwin then stated, "It's been a pleasure working with you all. It's been a great 7 years."

"On behalf of the entire Board, we thank you. Thank you for your service and for continuing as a Doctor."-Mr. Szymanski.

V. Old Business: Quaterly Satisfaction Report

Mr. Gamble reviewed the Quaterly Satisfaction Report to the Board Members. He then moved to highlight that Carpinteria Health Care Center has been the highest rated health center for two quarters in a row. Mr. Gamble pointed out that the aggregate Overall Satisfaction mean score remained unchanged at 90.8 in Q1 and Q2 2021.

VI. New Business: Patient Experience and Feedback

Mr. Camacho-Craft, Santa Maria Health Center Administrator, facilitated the conversation to get to the root of what is it about our centers that makes consumer board members come back. He opened the conversation by expressing to the board members that it was a great privilege to talk to them in this way. Mr. Camacho-Craft shared with the board members that the Satisfaction Results get shared with staff on a quarterly basis.

Mr. Camacho-Craft opened dialogue for board members asking, "Will you please share your experience with us?"

The Consumer Board Members shared their experiences and comments included, "Staff greets you very nice and very kind. Makes you feel like at home." "One thing that would make things better at the health centers would be to have a professional do the audio message so it could be easier to listen to and not so repetitive." (Mr. Camacho-Craft acknowledged this and said they are working on improving the phone tree message.) "High ten to the Answering Service, they are great!" "More access to Behavioral Health Services is needed." "In the years that I have been going to the Health Centers, I've had nothing but excellent experiences." "The residency program under Dr. Antony is excellent".

Mr. Szymanski asked health center staff to participate in the conversation to share how they feel about the interactions with patients to which they did.

Mr. Szymanski would like 30 minutes at the next meeting to continue the conversation.

Mr. Gamble thanked the board and thanked Mr. Szymanski for bringing the issue forward. He also thanked Mr. Camacho-Craft for facilitating the conversation.

VIII. Standing Reports:

1. July 2021 Monthly Financial Report-Ms. Jacobson

Ms. Jacobson presented a very brief monthly financial report for the month of July 2021. The budget for the year is about \$59.6 million dollars which very close to last year's budget. The report for July is showing a positive bottom line of about \$353,924. This is still very preliminary because there were more revenues than expenditures for the month of July. Revenues were about 81.3% of budget and expenditures were 74.2%. One of the reasons for this is because July is the first month of the new fiscal year and many invoices have not been received yet. Another reason is because many expenses that come from the central County Departments had not been charged yet, either including data processing, insurances, and other services. Medicaid and Medicare are below budget and should be improving in the coming months as telehealth and in-person visits are being ramped up. Local and State Funds are below budget so far, but it's still very early in the year. Salaries and benefits are under budget due to vacancies and staff transitions. Also, due to less COVID-19 workload in July, a very small amount was charged to the new grant (approximately \$50K during July). Physician fees and Professional Services are under budget due to the timing of invoices. "Bottom line is, looking good so far in the year and we'll have more information as we start moving toward the year and expenses start moving along more on a pattern that we expect," stated Ms. Jacobson.

Mr. Herrington motioned that the Board approve the July financial report; Ms. Guerrero seconded.

Motion Carried Unanimously.

2. Policy Review Committee –Mr. Herrington

Mr. Herrington informed the Board that the policy review committee had reviewed the policies presented in August 2021. There were no public comments. Mr. Herrington motioned that the Board vote to approve the policies presented and Ms. Lee seconded.

Motion Carried Unanimously

3. Provider Appointments-Dr. Baldwin

None for this month.

4. Quality Measures Report-Ms. Gomez

Ms. Gomez presented a very brief Quality Measures review for the month of August 2021. She emphasized that we are steadily improving on our measures. The focus of the presentation was on the Behavioral Health Integration Project. The project includes the following measures: SMI with A1c Screening, SMI with DM and A1c screening and Patients with A1c greater than 9% added to CM. This project will help improve the Diabetic Measure and the Depression Screening Measure.

5. Executive Director's Report-Mr. Gamble

Mr. Gamble expressed his appreciation to the Board for the special nature of today's Board Meeting and thanked everyone for their participation.

Mr. Gamble reported to the Board that The Health Care Centers programs continue to be very busy for the month of July 2021. This is because visits were being transitioned away from some phone visits. Mr. Gamble introduced a new graph, "No-Show Appointment Rate" which compares the "No-Show rates" from Current year to the previous year. The Graph shows that the months with a lower no-show rate were months when there were more virtual visits.. Patient Visit Trending had a dip in July with the 4th of July Holiday and also because of the transition from phone to in-person visits.

6. COVID 19 Update-Mr. Gamble

Mr. Gamble discussed the fact that Covid came roaring back quickly towards the end of July with the Delta Variant affecting our County just as it is hitting most places. Hospitalizations are back up as well as positive cases. The Delta Variant is breaking through the vaccine to some extent, but it's better to be vaccinated than not vaccinated. Mr. Gamble's Covid message for today's meeting is, "Please, still get vaccinated, when you're eligible for a booster, get a booster, but also use all the other safety measure we have at our disposal."

Dr. Prystowsky agreed with Mr. Gamble's advise about getting the vaccine. He acknowledged that we are seeing some breakthrough infections, but the breakthrough infections are not being hospitalized or dying. He advised attendees to wear a mask when indoors and when booster becomes available, to please get the booster.

Mr. Szymanski shared his personal experience of being vaccinated and still managed to get very sick with the flu. He hasn't gotten regular flu shots in the past, but after this experience, he will be getting his regular flu shot. Mr. Szymanski will be getting his flu shot and booster Covid shot when available.

VII. Member Announcements:

- Ms. Casarez started a member announcement, but had technological sound issues and Mr. Szymanski asked Mr. Gamble to please follow up with her.
- Ms. Casarez emailed Mr. Gamble and wrote the following announcement:

"Healthy People Healthy Trails group partnered with the Wildling Museum and the show is up for virtual viewing. I will place the links here for you to the [Wildling Museum page](#) as well as the [HPHT website](#) and summer challenge. We have created new trail map/art cards that I would be happy to share with those who are interested on the board."

Mr. Szymanski thanked everyone for today's discussion and for the Standard reports.

VIII. Adjournment

Meeting was adjourned at 1:14pm.